



Cisco

642-164

*Unified Contact Center Express and Unified IP/IVR
(UCCXD) v 1.1*

Answer: B

QUESTION: 89

How does the CRS Server know that it has received an ASR-enabled contact?

- A. The workflow has ASR steps in it.
- B. The contact is on an ASR Dialogue Group channel.
- C. The contact is on a JTAPI Call Control Group channel.
- D. The contact is on a Cisco Media Dialogue Group channel.

Answer: B

QUESTION: 90

What two situations prevent the supervisor from silently monitoring the phone conversation of an agent in IPCC Express Enhanced? (Choose two.)

- A. The agent is logged in and is on the phone.
- B. The agent is logged in but is not on the phone.
- C. The supervisor is a participant in a phone call.
- D. The supervisor has barged in.

Answer: C, D

QUESTION: 91

What two types of call treatment are supported by IPCC Express 4.0? (Choose two.)

- A. Standard IVR port
- B. Enhanced IVR port
- C. Prompt-and-collect port (basic)
- D. IVR port (advanced)

Answer: C, D

QUESTION: 92

How do you debug an application with an Accept step?

- A. Select Start from the Debug pulldown, then call the trigger.
- B. Select Step Over from the Debug pulldown, then call the trigger.
- C. Call the trigger, and when the workflow answers, select Start from the Debug pulldown.
- D. Select Reactive Application, then call the trigger and press F10 to step through the workflow.

Answer: D

QUESTION: 93

What happens when the CRS Engine fails in a High-Availability CRS deployment?

- A. All activities fail over without any loss of data or dropping any calls.
- B. All current agent calls are dropped.
- C. All callers on active CTI ports are dropped.
- D. The standby CRS Engine starts, processing new calls immediately.

Answer: C

QUESTION: 94

How do you obtain CRS license files?

- A. They are in the license folder on the CRS CD.
- B. They are in the license folder on the CallManager CD.
- C. They are sent by e-mail from Cisco.
- D. They are in the license folder on the Cisco IPT OS CD.

Answer: C

QUESTION: 95

Which of the following CRS upgrades are allowed? (Choose three).

- A. CRS 2.2 to CRS 3.5
- B. CRS 3.1 to CRS 4.0
- C. CRS 2.2 to CRS 4.0
- D. CRS 3.5 to CRS 4.0

Answer: A, B, D

QUESTION: 96

Contact Center Express communication with ICM via a co-resident PG and IP IVR integrating with the Enterprise version to function as a queue point and self-service platform are two valid Customer Response Solution deployment scenarios for Cisco Unified Communications?

- A. True
- B. False

Answer: A

QUESTION: 97

Which three of the following are licensed Cisco CRS 4.0 software products? (Choose three.)

- A. IPCC Express (Standard, Enhanced, or Premium)
- B. IP IVR
- C. Auto Attendant
- D. IP Queue Manager

Answer: A, B, D

QUESTION: 98

Which one of the following options is the maximum number of agents supported for CCM co-resident installations?

- A. 20
- B. 10
- C. 5
- D. 15

Answer: B

QUESTION: 99

Which statement is true about the default script field when adding an application?

- A. When a caller does not enter a choice in a Menu step, it will execute the default script.
- B. Any problems running the configured script will cause the default script to be executed.
- C. When the caller enters a digit in the Menu steps that is not defined, the default script will be executed.
- D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Answer: B

QUESTION: 100

Which step must be executed before an email can be sent?

- A. Send Email
- B. Attach Email

- C. Create Email
- D. Delete Email

Answer: C

QUESTION: 101

What are two ways a call can be documented as abandoned? Select two.

- A. The agent hangs up on the caller.
- B. The caller hangs up before reaching an agent.
- C. The caller hangs up after reaching a session-handled step.
- D. The caller hangs up before reaching a session-handled step.

Answer: B, D

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